



GEORGIA VOCATIONAL REHABILITATION AGENCY

Vocational Rehabilitation Program

Delivery Guide for Client Services Policy

Section 400

**D416.0.00 Employment:
Supported Employment**

D416.0.00 Employment: Supported Employment

- D416.1.01 Supported Employment is competitive work performed on a full-time or part-time basis; in an integrated work setting that is paid at or above minimum wage, but not less than the customary or usual wage paid by the employer for the same or similar work performed by individuals who are not disabled. Placement in an enclave or group setting is not considered employment in an integrated setting. (Refer to Glossary: Integrated Setting)
- D416.1.02 Supported employment services may be authorized only to VR Program approved providers based on approved VR Program fees. An agreement between the VR Program and the provider shall be in place prior to the initiation of any services. Refer to the VR Program Procedures Manual and Outsourcing Manual for supported employment provider requirements and payment processes.
- D416.1.03 Supported Employment Eligibility Criteria:
- A. The individual has been determined eligible for VR Program services (Title I);
 - B. The individual's case file shall contain supporting documentation, via a Comprehensive Needs Assessment, which shows that Supported Employment is the appropriate rehabilitation goal and is consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice of the individual.
 - C. The individual is categorized as a person with a most significant disability/ies;
 - D. The individual must be placed in an integrated work setting. An integrated work setting is defined as one typically found in the community in which an individual interacts with non-disabled individuals, other than non-disabled individuals who are providing services to the individual, to the same extent that non-disabled individuals in comparable positions interact with other persons;
 - E. The individual has a documented need for both ongoing support and extended services in order to work in competitive employment or work towards a goal of achieving competitive employment. Competitive employment means work in the competitive labor market that is performed on a full-time or part-time basis in an integrated setting and for which an individual is compensated at or above the minimum wage, but not less than the customary or usual wage paid by the employer for the same or similar work performed by individuals who are not disabled.
- D416.1.05A Supported Employment Needs Assessment & Services Identification
- A. The VR counselor shall complete the supported employment needs assessment by:
 - 1. reviewing existing data compiled during the application and the VR eligibility process to include client's interest in working, availability of natural supports and involvement of other agencies or providers;

2. determining the need for benefit counseling and make appropriate referrals as needed;
3. determining the need for additional assessments to include assistive work technology;
4. determining the availability of long-term support funding, to include, but not limited to, funding through the state Developmental Disability agency (state grant & aid and waiver), state Behavioral Health agency, and Social Security Work Incentives/Employment Networks;
5. completing the Supported Employment Consumer Information form or reviewing the Vocational Profile completed by referring IPS Supported Employment provider.

B. The VR counselor, the client, the Supported Employment provider and any other interested parties shall meet to collaborate on the individual's supported employment needs and services by:

1. reviewing available information obtained in the assessment process, identify the client's interests, strengths, abilities, preferences and support needs;
2. identifying the job development strategies to be used and responsibilities of each party;
3. identifying the individual's work goal preference, extended support needs, natural supports, and preferred hours to work per week;
4. completing and signing the Supported Employment Services Agreement form

C. For Customized Supported Employment cases, in addition to a needs assessment, the VR counselor must utilize the Discovery process to identify the clients appropriate customized supported employment services. The Discovery process consists of the following:

1. Discovery Assessment and Discovery Profile Narrative Report
2. Customized Planning Meeting
3. Visual Resume (if needed)

The Customized Planning Meeting occurs in order to utilize the Discovery Assessment and Discovery Profile Narrative Report to create the customized job development plan. The Services Agreement form must be completed at this time.

D416.1.05B Supported Employment Work Plan

The Supported Employment work plan must specify all anticipated services to include the provider of such service, duration, funding source and include the following:

1. the maximum hours per week that the client prefers to work;
2. job development/placement strategy to use to include CSE (job negotiation) or IPS;
3. identification of job skills training (job coaching) needed on/off the work site to include social skills training;
4. provision of periodic monitoring to ensure that the individual is making satisfactory progress and working preferred hours;
5. identification of the source for extended support services and natural supports;
6. provision of services in addition to supported employment to include benefit counseling, assistive work technology, accessibility services, and coordination of services with other federal or state programs.

Supported Employment Job Development/Placement

Appropriate documentation must be obtained reflecting job development/placement activities. Job Development/placement may be provided more than once if justified by the VR counselor.

For CSE cases, a traditional job development/placement will not be appropriate and the job developer must negotiate a specific job function that will conform to the clients skills, abilities and interest along with meeting the needs of the employer.

D416.1.05C Training & Initiation of Ongoing Support Services

1. The VR Program shall authorize training & initiation of ongoing support services which are those services required from the time of placement until the transition to extended services following VR case closure. The maximum period for ongoing support is 18 months unless otherwise indicated on the work plan. Ongoing support services must include, at a minimum, twice-monthly contact with the client at the work site to assess job stability or, if requested and appropriate, off-site monitoring. If off-site monitoring is used, it must consist of at least two face-to-face meetings with the individual and one employer contact monthly. Examples of ongoing support services include:
 - a. The provision of skilled job trainers who accompany the individual for intensive job skill training at the work site;
 - b. Training on appropriate work behaviors and interactions with supervisors and co-workers;
 - c. Regular observation or supervision of the individual;

- d. Follow-up services such as contact with parents, family members, guardians, advocates and other suitable professional and informed advisors in order to reinforce and stabilize the job placement;
- e. Facilitation of natural supports at the worksite;
- f. Transportation Assistance.

2. Supported Employment Progress

- a. Monthly progress reports, utilizing the appropriate supported employment forms, shall be submitted by the supported employment provider to the VR counselor throughout the client's supported employment program;
- b. The client must be placed on the employer's payroll as an employee from the first day on his/her job. Following placement, the VR case shall remain in status 18 while ongoing supports are being provided.

D416.1.05D Stabilization occurs when the client has satisfactorily learned his or her job duties and appropriate work behaviors, thus allowing the Supported Employment provider to reduce their ongoing supports. As a guideline, this occurs in TSE and IPS when ongoing support services amount to 20% or less of the individual's total work hours per month and 30% or less in CSE. The case will then move into status 22. Ongoing follow up continues throughout stabilization. The Supported Employment professional will submit to the VR counselor an Extended Services Plan.

Once the case has been in stabilization for 30 days and the VR counselor, client, employer and SE provider all agree that the job is a good match for the client and the job duties are being performed satisfactorily, the VR case may be transitioned to extended services. This shall not occur until the client substantially meets the hourly requirement established in the work plan. When the case has been in extended services for a minimum of 60 days, the VR counselor may close the case.

D416.1.05E Extended Services

Extended services are those services needed to support and maintain the individual's employment and:

- 1. are provided for as long as the individual is employed at the same job; and
- 2. must be provided, at a minimum, at the same frequency as those that are provided during ongoing support and, therefore, must include two visits per month at the work site or, if determined appropriate, two face to face visits off-site with the individual and one employer contact per month.

APPENDIX A

GLOSSARY

I

Integrated Setting:

With respect to the provision of services, means a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals other than non-disabled individuals who are providing services to those applicants or eligible individuals. With respect to an employment outcome, means a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals, other than non-disabled individuals who are providing services to those applicants or eligible individuals, to the same extent that non-disabled individuals in comparable positions interact with other persons.

P

Person with a Most Significant Disability:

An individual who has a permanent physical or mental impairment(s) which seriously limits 2 or more functional capacities in terms of an employment outcome and who requires multiple primary services for rehabilitation with at least 1 primary service requiring provision over an extended period of time. Refer to 306.0.00

NOTE: Priority categories A and B meet the program's criteria for Most Significant Disability.

APPENDIX B
Listing of Required Forms
and Approved Job Aids

Form List with Corresponding Policy Cites

Policy Cite D416.1.05

Supported Employment Consumer Information

Supported Employment Services Agreement

Supported Employment Monthly Progress Report

Supported Employment Extended Services Plan

Job Aids

Supported Employment Processes and Procedures